APPRENTICESHIP PROGRAM

Information Technology and Services / IT Generalist Customer Service Tech Support

PROGRAM OUTCOMES:

Provides students with the fundamental technical skills while having the opportunity to specialize in technical support.

PROGRAM LENGTH:

Years: 1
Diploma hours: 480
AAS hours: 525
A probationary period of 90 days

RELATED TECHNICAL INSTRUCTION (RTI):

Certificate(s), Diploma, AAS Degree

COURSE SPECIALIZATION:

- Technical Support

ON-THE-JOB TRAINING (OJT) COMPETENCIES:

- Provide technical support for software maintenance or use.
- Inspect equipment and read order sheets to prepare for delivery to users.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Confer with staff, users, and management to establish requirements for new systems or modifications.

JOB FUNCTIONS:

- Supervise information technology personnel.
- Install computer software.
- Read documents to gather technical information.
- Collaborate with others to resolve information technology issues.
- Resolve computer software problems.
- Teach others to use computer equipment or hardware.
- Monitor computer system performance to ensure proper operations.
- Document operational activities.

SKILLS:

Adaptability, Detail-Oriented, Problem solving, Communication, Efficient, Customer Oriented, Critical Thinking, and Accounting Software